



# Service Bulletin

Bulletin No.: 21-NA-068

Date: March, 2021

## WARRANTY ADMINISTRATION

**Subject:** Warranty Administration – Transmitter Key Fob Warranty Replacement Requirements (U.S. Only)

**Attention:** This bulletin applies **ONLY** to U.S. Dealers. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for Coverage Information.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Trucks (including Medium Duty)	2021	2022	—	—	—	—
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	United States ONLY
<b>Additional Options (RPOs)</b>	Vehicles equipped with LOCK CONTROL, ENTRY-REMOTE ENTRY, EXTENDED RANGE, PASSIVE ENTRY, ALL DOORS (RPO ATH)

Effective with job cards dated April 1, 2021, all **2021 and newer model year vehicles equipped with RPO: ATH** must follow the new warranty requirements outlined in this bulletin.

**Requirements:**

- Labor Operation **6430280 Remote Control Door Lock and Theft Deterrent Transmitter Replacement** will require GM authorization.
- Claims must be routed to the Warranty Support Center.
- A picture of the Signal Detection screen must be captured as confirmation that the VIN of the transmitter key fob is the same as the service vehicle listed on the job card.

The EL-52545 TPMS and RF Tool must be used to verify that the VIN learned to the transmitter key fob matches the VIN of the service vehicle as part of the diagnostic procedure. This ensures the key fob transmitter is not misdiagnosed because the transmitter is the wrong transmitter for the vehicle. A key fob transmitter with a VIN different from the service vehicle **cannot be relearned** to the service vehicle and is not considered warranty.

The EL-52545 Tool 'Signal Detection' screen displays the VIN and other information imbedded in the transmitter key fob. For complete information on proper use of the EL-52545, refer to Service Bulletin #21-NA-061. This is an essential step in initial diagnosis of customer concerns regarding an inoperative key fob.

### Attachment Requirement for Key Fob Replacement Transactions



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A picture of the Signal Detection screen (as shown in the example picture above) must be captured as confirmation that the VIN of the transmitter key fob is the same as the service vehicle listed on the job card. The picture must be attached to any submitted warranty transaction for Labor Operation **6430280 Remote**

**Control Door Lock and Theft Deterrent Transmitter Replacement** on a 2021 or newer model year vehicle equipped with RPO: ATH. The claim must be routed to the Warranty Support Center who will validate the information shown in the attached picture to approve the transaction.

<b>Version</b>	1
<b>Modified</b>	Released March 17, 2021

